

**2023**  
CSR  
Roadmap



## ACT NOW: OUR ESG 2023 ROADMAP

Our ESG roadmap is our steering tool, is based on the three pillars of non-financial performance: social, environmental and governance.

- **On the social front, first of all**, our priority remain to make our uniqueness come alive by placing quality at the heart of everything we do. Our residents' satisfaction with quality and our employees' satisfaction with their quality of life at work are key to our company's success and our ability to meet our ESG challenges. Our commitment is to challenge ourselves, with full transparency, in order to continue to make progress.
- Secondly, **the environment**: Groupe Maisons de Famille conducted its first carbon assessment (Scope 1 & 2), and is currently working on a medium-term action plan. We have and continue to our concrete initiatives to decarbonize our buildings and mobility.
- Finally, **governance**: Our commitment is to strengthen ESG governance at the local and continue to strengthen our ESG risk management.

As a unique and committed player, we are proud to present our ESG roadmap, which sets out the commitments of Groupe Maisons de Famille to its stakeholders and provides the framework for all its activities in the years to come. Each year, we will report on the progress of our contributions, with humility and determination, to the challenges of longevity and sustainable development.

## ENVIRONNEMENT

### Implementing the decarbonization strategy

- Continue to improve the calculation of the scope 1 & 2 carbon footprint by integrating data related to water consumption and green energy production
- Structuring a decarbonization strategy following the first scope 1 and 2 carbon assessment with objectives to reduce energy consumption and carbon impact.
- Implementation of the decarbonization strategy in the countries.

## SOCIAL

### Improve the Quality/HR Dashboard

- Improve data collection
- Continue to harmonize indicators
- Integration of short-term and long-term objectives for key indicators

### Continue improving employee satisfaction and harmonize methodology

- Group and local level: common questions, common calculation methodology and actions plan
- Increase participation rate

### Continue improving residents and families satisfaction and harmonize methodology

- Group and local level: common questions, common calculation methodology and actions plan.
- Increase participation rate

## GOVERNANCE

### Strengthen ESG governance at the local level

- Appoint a board member in charge of ESG topics in each local boards
- Include ESG topics on the agenda of management bodies (board and Comex) at least twice a year
- Supporting and leading the network of ESG referents group (quarterly meetings, joint committee, ...)
- Include CSR objectives in the objectives of the Comex and the directors of nursing homes

### Refining ESG risk management and continuing to improve non-financial reporting

- Update the group ESG risk map and materiality analysis
- Consolidate the related action plans
- Establish a group ESG policy within the framework of the CSRD to be implemented at the local level
- Continue to improve the quality of ESG data at the local level

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